



Dear Maine Beneficiary:

Please review the following guidelines for your mileage reimbursement trips. **Failure to complete the form correctly could result in denial of payment.**

**Here's how it works:**

1. Call the designated reservation line for your region at least **48 hours (2 business days) before** your appointment
2. You will need to provide the information for your appointment as well as the name and mailing address of your driver.
3. Once your reservation has been booked and approved you will be given a "Trip #"/ "Confirmation #" - this goes directly onto your mileage reimbursement log.
4. Be sure to take your **completed** voucher to your appointment and have your doctor/ clinician sign to confirm your attendance.
5. Once your log has been completed you can either mail it and any toll receipts to the address listed below or **fax it to** : 1-866-528-0462

**Here are some tips:**

- A. Your trip logs must be submitted **NO MORE** than 60 days after your appointment.
- B. If you are submitting for more than one member please list only one member's trips per trip log- this helps trips to be processed correctly.
- C. If you had more than one driver for the trips you are submitting please complete a separate log for each driver- this helps trips drivers be paid correctly.
- D. **Please make sure that all of the required information is provided on your trip log to avoid a payment denial.**
- E. You will be reimbursed for the shortest distance between your destinations. We utilize the 'shortest distance' option on Rndmncally.com to calculate trip mileages.

Mail the signed form to: **LogistiCare Claims Department-Maine  
798 Park Avenue NW  
Norton, VA 24273**

For question about your mileage reimbursement claim call: Phone: 877-659-1308

**Effective July 1 2020:**

1. Checks will be mailed out within 30 days of their receipt in Virginia.
2. The new mileage reimbursement rate will be **45 cents** per loaded mile.